



Get involved!

www.customercarechampions.co.uk

What is the Customer Care Champions Programme?

This is an easy to use online, cost effective, on-the-job training programme covering the 5 topics:
Communication, Team Player, Customer Care, Personal Appearance and Local Knowledge.

Managers download the materials from the web-site, introduce their staff to each topic and allow them to complete each module at a pace that is appropriate to their job. Then attending the Customer Care Champions Train the Trainer workshops will provide hands on management training and preparation for supporting staff through the online quiz, where staff members formally become a "Customer Care Champion".

Annual subscription costs are:

Download the 5 training booklets for just **£20 + VAT** (small businesses with 1 to 10 employees, £50 and £100 + VAT for larger businesses)

Training Course attendance:

Attend our train the trainer course and then have access to the 5 training booklets for **£95 + VAT** and **£50 + VAT** for repeat attendees

Edinburgh dates are: 15th + 24th February 2010

Online Quiz

Finally to gain Customer Care Champions certificate and badge costs **£10 + VAT** per quiz

Who is it for?

The programme has been designed for organisations working within the Scottish Tourism industry including; B&B's, hotels, guesthouses, bars, retail outlets, restaurants, tour operators, transport providers and leisure centres.

Staff who would most benefit from going through the Customer Care Champions programme are:

Seasonal staff, New members of staff, Student recruits, Junior staff members, And anyone who has currently no induction or customer care training program in place

Where can I find out further information?

Visit our website at www.customercarechampions.co.uk or call Kate French or Vicki Sutherland on **07906 704 769**.